
Sample Setup for Real Time Monitoring

The following sample setup provides information on setting up Call Tracking to connect to the Meridian 1 and collect CDR data in real time mode.

Sample scenario

A user requires a connection between Call Tracking and the Meridian 1. CDR data is output through the CDR port and is routed via a y-cable to a CDR buffer unit and to a modem (connected to Call Tracking). This y-cable allows the CDR data to be output in two identical data streams: one for storage in the buffer unit (optional); and the other for real time monitoring by Call Tracking.

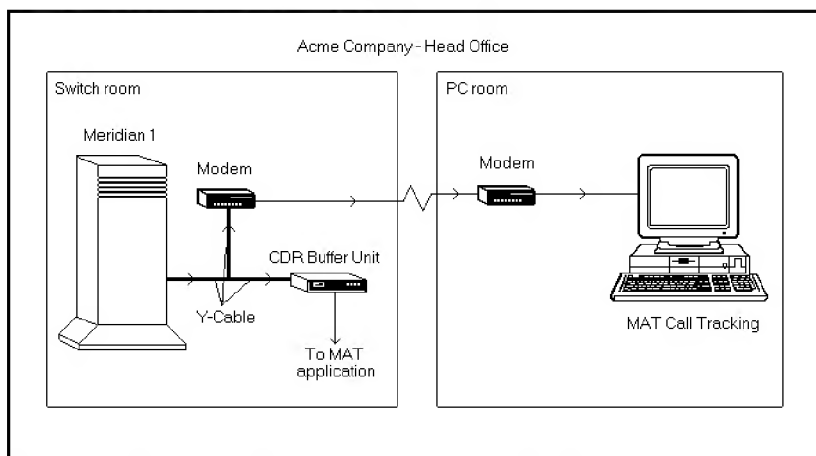
The following details apply.

- The company's Meridian 1 is located in the switch room of the Head Office and is configured to output CDR information from its CDR port.
- A y-cable is connected to the CDR port with one connection to a CDR buffer unit (optional) and the second to a modem.
- The modem at the Meridian 1 is configured to communicate with another modem at the Head Office in the PC room. This second modem is attached to the PC (on COM1) on which Call Tracking is installed.
- Call Tracking requires a script file (**SL1.SCR**) to collect the CDR records from the Meridian 1 through these modems in real time. This script is provided with the MAT kit.

Since this scenario outlines the steps required to set up Call Tracking, it assumes that you have already entered the following information.

- Call Tracking was installed as part of the Meridian Administration Tools installation on a PC in the Head Office.
- A site and system have been created and configured for this connection to the Meridian 1. The site is entitled: **Acme Company** and the system is entitled: **Head Office**. Its communications parameters for the CDR port have already been entered in the Communications tab of the MAT System Configuration function.

Figure 2
Schematic for sample scenario



Steps to connecting Call Tracking to Meridian 1

The following is a summary of the tasks required to start Call Tracking and connect to the Meridian 1 in real time mode:

- Run MAT and open a site and system
- Run Call Tracking
- Verify communications parameters and select script file
- Ensure hardware connections
- Collect CDR data from Meridian 1 in real time mode

Note: The instructions in this example assume that you have already installed the MAT software and completed the MAT configuration tasks described in the *MAT Common Services User Guide*. It also assumes that you have created a site and system on which you can assign Call Tracking.

Step 1: Run MAT & open site/system

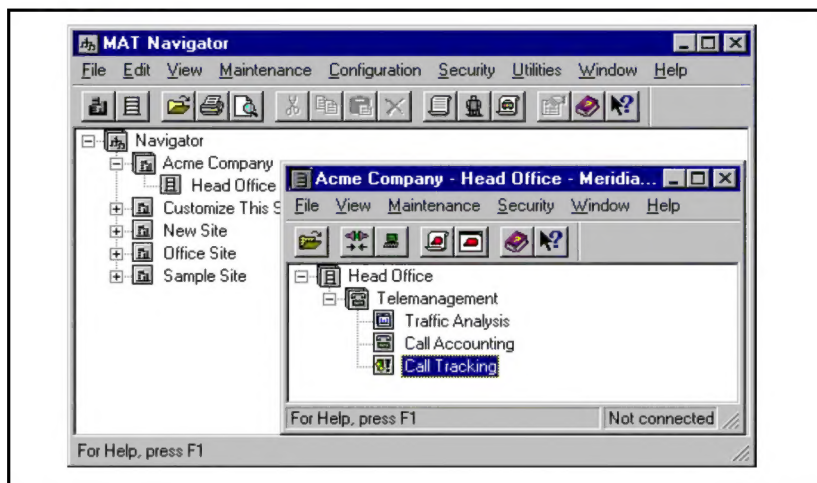
Before you run Call Tracking, you must first run the MAT Navigator and open this site and system. You can then select Call Tracking from the Telemanagement menu in this system's window.

Perform the following steps to open the site and system.

- 1 Run the MAT Navigator by clicking the **MAT Navigator** icon. At the Login dialog which appears, enter your user ID and password and click **OK** to continue.
- 2 To open the site and system for this example (e.g., site name is Acme Company and system name is Head Office), click **Acme Company** in the MAT Navigator window and double-click **Head Office** from this site.

This will access the system window for Head Office.

Figure 3
MAT Navigator



Step 2: Run Call Tracking

Perform the following steps to run Call Tracking.

- 1 From the system window, click the **Telemanagement** menu item. This will display the MAT applications which have been assigned to the system Head Office under **Telemanagement** (e.g., Call Accounting, Call Tracking and Traffic Analysis).
- 2 To run Call Tracking, double-click **Call Tracking** from this menu. The Call Tracking main window will appear. You can then use its commands to connect to the Meridian 1 and start the call monitoring session.

Step 3: Verify communications parameters & select script file

To verify the communications parameters for Call Tracking in this system, click **Edit Database** from the Real Time drop-down menu. The Communications Database dialog will appear displaying the communications and connection criteria for this system's Meridian 1. These are displayed for informational purposes.

Review the data in these fields to ensure that they correspond to your system's connection parameters. If any of these values are incorrect, then return to the System Configuration function in the MAT Navigator, access the Communications tab and edit them. When you access the Call Tracking Communications Database again, its values will be changed accordingly.

The next step is to select the script file which will be used for this communications session. Select **SL1.SCR** from the **Script Setup Name** drop-down list box. Click **OK** to save this selection and exit to the main window.

Step 4: Ensure hardware connections

Since this system requires a modem connection between the PC and the Meridian 1, you must ensure that the equipment used in this connection is turned on and running properly.

Check the following equipment:

- Y-Cable attached to Meridian 1 (switch room)
- Modem attached to y-cable (switch room)
- Modem attached to PC (PC room)

Refer to the documentation provided with this equipment to ensure that they are properly connected and configured.

Step 5: Collect CDR data from Meridian 1 in real time mode

To start collecting and monitoring the call records using the defined communications criteria, click **Connect** from the Real Time drop-down menu. There will be a brief delay as the communications process is initiated. Call Tracking will then monitor calls as they are recorded by the Meridian 1.

If you wish to pause the monitoring process at any time, click **Pause** from the File drop-down menu. Click **Pause** again to resume the monitoring session. To stop the real time monitoring of the calls, click **Disconnect** from the Real Time drop-down menu. Click **Connect** again to resume the session.

This completes the steps required to establish a real time connection for Call Tracking. Use the Call Tracking Filter Definition and Graphical Display commands to control the display of the call records as they are collected from the Meridian 1. As well, you can use the Alarm Setup function to define any required alarms for this session.